Accessing Cougar Analytics from a Mac

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Use this document as a guide for accessing the Cougar Analytics website from your Mac computer. There are two key processes to follow; an initial setup and a continuing account checkout process.

NOTE – If you will be accessing Cougar Analytics from outside the WSU network (off-premise), you will need to run the Global Protect VPN client and Remote Desktop. Please contact your IT support for assistance.

Once setup is complete, go to https://analytics.ir.wsu.edu to access Cougar Analytics.

Setup (one-time)

If your WSU account has been granted access to Cougar Analytics, follow the below steps to configure your Mac to properly authenticate. Please work with your IT administrator as needed to complete this process.

• Copy the provided script files and “krb5.conf” file to the desktop on your Mac.
• Double click to run the “CougarAnalytics_MacSetup” script. Follow the prompts to enter an Administrator’s password, your WSU account (ex: butch.cougar), and your WSU password.

Your Mac is now ready to authenticate into Cougar Analytics using the built in Safari web browser. To use Google Chrome or Mozilla Firefox, please continue with the following steps which correspond to the browser(s) of your choice:

Google Chrome

• Double click to run the “CougarAnalytics_MacChromeSetup” script.

Mozilla Firefox (images at ir.wsu.edu/cougar-analytics/)

• Open Firefox, and enter “about:config” in the search bar.
• Accept the warning, then in the settings search bar type “network.negotiate”.
• Click the pencil icon to edit network.negotiate-auth.delegation-uris and network.negotiate-auth.trusted-uris to both be Cougar Analytics’s URL, “analytics.ir.wsu.edu”.

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Account Checkout (Continuous)

Cougar Analytics requires user credentials, referred to as a ticket, to be refreshed periodically for security purposes. When the ticket, your saved WSU credentials expire, you will need to renew it to maintain access into the Cougar Analytics site. Refer to the following guide to maintain your access into the service from your Mac.

NOTE – Tickets have approximately 10 hours before needing to be renewed.

Renewing your Credentials Ticket

- Search for “Ticket Viewer” in Spotlight Search. You can open Spotlight Search by clicking the magnifying glass in the top right of the menu bar, or by pressing CMD+Spacebar.

  TIP – Add the Ticket Viewer app to your Dock for easier access.

- You will see your WSU account listed. Below your account name is the time your ticket expires or a red Ticket Expired message.

Depending that status of the current ticket, follow the corresponding next step below:

Ticket Has Not Yet Expired

- Click the Renew button (circular arrow) and re-enter your WSU password.

Ticket Has Expired *(Red Message)*

- Hold SHIFT then click the Renew button (circular arrow). Re-enter your WSU password.

Once you have renewed your WSU credentials, you can re-access Cougar Analytics in your preferred web browser that has been configured previously.